

IT/IS



"From a citizen's perspective, we're behind the scenes. It is extremely gratifying to know that the contributions we make go unnoticed. That's how I know we are doing the right things; citizens' needs are met before they ask."

- Clifford B. Thomas
Imaging Systems Analyst III







The mission of the Information Technology Department is to create, implement and maintain technology solutions that improve the operational efficiencies and expand the customer service capabilities of the City of Wichita as a whole.

RECENT ACCOMPLISHMENTS

- Working with Police and Public Works, selected and implemented a physical security system at all Neighborhood City Halls, the Central Maintenance Facility (CMF) and City Hall.
- Added 16 sites to the Wide Area Network (WAN), including four golf courses, two Public Works maintenance substations, the Library complex and several other locations.
- Implemented wireless Internet access for Airport, enabling citizens with laptops to connect seamlessly, and at no cost, to the Internet in the terminal building and concourse. The wireless capability is also available to Airport employees to connect to the Airport and City WAN.
- An enhanced Interactive Voice Response (IVR) system was implemented in OCI and Water and Sewer. Implementation is currently underway in Housing. The IVR system is a telephony/hardware application that works with each department's software package, such as Banner for water and sewer billing and Tidemark for building permits.
- The E-Justice Police and Court application went live in 2003, concluding a three-year development process.
- Revised data rates, with savings to the City organization of about \$240,000 annually. Revised rates also allowed Police to add almost 100 personal computers, plus e-mail, code enforcement and GIS accounts.
- Implemented the DataStream 7i Asset Management System for operational management, work order processing and inventory management. Currently Transit and Public Works Fleet are using the new system, with implementation continuing at Airport and in the Public Works Buildings Division.
- Updated the orthophotography information available through GIS.
- Using a tool developed by GIS, the Police Department completed their beat redistricting process in two weeks. The same task four years earlier took six months.
- Enhanced GIS services to departments by transferring employees from those departments into the specialized GIS Group in IT. Planning and Police now enjoy higher service levels and increased sophistication in their GIS services.
- Created Service Level Agreements (SLAs) for all services offered by IT/IS and published them on the Intranet.
- Revamped the City's web site and implemented a Content Management System (CMS). The CMS allows departments to enter data into a queue. Once Web staff review the information it is posted directly to the City web site. The new process allows more frequent updates and much more information to be posted and available to citizens.
- Court service forms and Police accident reports are now available on line. In addition to saving many staff hours retrieving and copying accident reports, the on-line format allows citizens, insurance companies and other interested parties to locate, acquire and pay for the reports electronically.
- Transitioned the Print Shop to IT and made several improvements in Print Shop operations. Specifically, enabled electronic posting of Print Shop billing, inventoried all Print Shop equipment, created a Service Level Agreement and issued a Request for Information (RFI) on the feasibility of outsourcing Print Shop operations.
- Assumed responsibility for cell phone administration, including contract and billing management, repairs and billings.
- Assisted Finance Department (Treasury) in transitioning to a new banking services provider, including converting all system touch points and updating numerous applications.
- Implemented the new Golf system, Fairway, at four golf courses. The new system includes a Web interface that allows golfers to reserve tee times up to a week in advance over the Internet.
- Installed a new Runway Weather Information System at the Airport. The system tracks runway temperature, moisture conditions, deicing concentration and dew point to determine the proper concentration of deicing compound.

DEPARTMENT OBJECTIVES

1. Provide communication and information gathering capabilities to City staff.
2. Provide information and access to City government by citizens and the business community.
3. Maintain customer hardware to maximize productivity and minimize downtime.



PERFORMANCE MEASURES

Dept. Objective	Program Measure Description	2001 Actual	2002 Actual	2003 Actual	2004 Projected	2005 Projected
1	Number of devices receiving dial tone	1,835	2,183	2,112	2,112	2,112
1	Number of e-mail users	917	1,085	1,372	1,735	2,050
1	Number of Internet users	190	358	446	550	670
1	Number of imaging (electronic file cabinet) users	213	435	569	740	850
2	Number of requests for City Internet pages	732,487	1,054,530	3,140,837	6,200,000	9,200,000
2	E-mailed requests received through the Web Site	1,304	1,503	1,277	1,450	1,600
2	Number of files downloaded from the Web Site	172,933	190,226	449,144	610,000	790,000
3	Total Help Desk repair calls	16,056	25,665	28,637	32,000	33,000
3	Total number of personal computers in service	1,208	1,403	1,613	1,850	2,010

OVERVIEW

Information Technology/Information Services provides computerization and telephony to the City organization, and to citizens through the City's Web site. Other functions include providing staff assistance to the IT/IS Advisory Board, assisting City staff with technology concerns and development and serving as liaison to Sedgwick County IT.

Information Technology (IT) services support 2,587 internal users of 13 major systems at 66 City facilities. System access is available 24 hours a day through 1,613 personal computers (PCs). Telecommunications services are provided through 2,116 telephone lines, 1,286 telephone instruments and 205 pagers to City staff at City locations.

Systems supported by IT include: Internet applications, public safety, Geographic Information Systems (GIS), document imaging, office automation (including electronic mail and Microsoft Office productivity software), water billing, permitting (Central Inspection), park and recreation registration, Firehouse, human resources, finance, wireless e-mail, asset management and telecommunications, including long-distance service, pagers and voice mail.

IT Application Users	
	Number of Users
Public Safety System	1,004
Office Automation/E-Mail	1,372
Park	47
GIS	183
Central Inspection	137
Imaging	569
Firehouse	72
Asset management	130
Finance/Payroll/Utility Billing	344
Internet Access	446

In 2005, IT is recognized as a City department. Previously, IT had been a division of the Finance Department. Although IT's organizational status has changed, the mechanisms currently in place, such as the IT/IS Advisory Board, are not expected to change. Departmental recognition is the final step in solidifying the organizational commitment to improvement by technology. This process began with the hiring of a Chief Information Officer (CIO) in 2000.

The IT/IS Advisory Board is chaired by the Assistant City Manager, and includes department directors from Finance, Police, Water & Sewer, Park and Library. The Board is charged with establishing and maintaining strategies that maximize the use of technology at a reasonable cost to the organization, while representing many of the major departmental technology users.

WORK GROUP DESCRIPTIONS

Information Technology is organized into five work groups: Administration/Print Shop, GIS applications, Internet technologies/application development, application support and IT operations/Help Desk.

Administration/Print Shop. Provides managerial, administrative and financial oversight to the department, operates the Print Shop and is responsible for paying bills and administering the internal charge back system.

GIS applications. The GIS applications group develops and updates GIS data layers for use in nearly every City field operation, including Police, Planning, Water and Sewer, Public Works, Fire and the Office of Central Inspection. GIS also coordinates data sharing with Sedgwick County, providing weekly updates to the City GIS databases so that users always have the most up-to-date information



Internet technology/application development. This work group develops and maintains the City Web Site, and partners with other City departments to provide information to the public via the Internet. The Web group also searches for e-commerce opportunities and supports departments that do business electronically. Several examples of e-commerce applications include receiving bids electronically, the availability of Municipal Court and OCI forms and documents and the selling of Police Department generated accident reports, saving time and money for purchasers and Police.



The City of Wichita web site provides citizens a link to public information, a way to do business with the City electronically and interesting and useful information, such as Wichita history and current weather information.

Application support. The application support group is tasked with optimizing software systems for use by City departments, and leading application upgrade/update projects. Examples of supported systems include finance (Performance), personnel/payroll (Cyborg), utility billing (Banner) and construction permitting (Tidemark).

IT Operations/Help Desk. IT operations is responsible for all IT hardware and network equipment, and maintaining the security and integrity of the Citywide network. The Help Desk responds to user concerns and plans and schedules replacement of desktop hardware.

FINANCE AND OPERATIONS

IT operates as an internal service, charging departments for support and maintenance of the information systems. Data charges and staffing levels increase only with additional service provision, as new systems are added or as systems are expanded. Rates are examined annually. Adjustments are made if ongoing costs change. In addition to supporting maintenance and operations of technology systems, IT rates fund hardware replacement. For example, over 400 PCs are projected to be replaced in 2004, in response to major component breakdowns and technological obsolescence.

IT is staffed by 50 employees, 46 of which are professional staff. Two additional staff are proposed for 2005, one to focus on network security and one to develop a Capital Improvement Program (CIP) project tracking and management system.

FUTURE CHALLENGES

Administration/Print Shop

- Review departmental cost and revenue model annually. Recommend changes to the IT/IS Advisory Board and implement approved changes as required to maintain high service levels and manage the IT Fund.
- Improve customer service by implementing quarterly training on the online data charges billing application.
- Continue to explore privatization of the Print Shop.

GIS applications

- Develop new GIS applications for Police and public safety information and analysis, including interfaces to other systems such as E-Justice and State parole records.
- Replace the GIS infrastructure (hardware) and migrate all GIS databases and applications to a new data format. GIS users will experience a significant improvement in the performance of their GIS applications after migrating to the new method of data delivery.
- Expand the City's GIS offering on the Web. Two possible enhancements are making orthophotography and zoning information available over the Internet.

Internet technology/application development

- Implement video streaming technologies to continue to make City government information more accessible to the public.
- Implement the City's enhanced Web infrastructure plan, including fail-over capability, creation of a test environment and replacement of server hardware to improve performance.
- Continue implementation of the E-Government Master Plan. Specific plan elements include:
 - Replacement of the electronic procurement (bidding) system, including the addition of BizTalk capabilities. The BizTalk application will be explored for possible City business process improvements.
 - Implementation of e-permits, allowing citizens and the business community to obtain permit information and permits via the Web.
 - Create a management tool for the CIP process and capital project tracking.
 - Provide portions of the City Internet site in Spanish.
 - Continue the expansion of the Intranet to improve internal City business processes.



- Make the following self-service transactional services available through the Web site:
 - Water usage and payment information.
 - Online lookup and payment of traffic fines.
 - Online lookup and payment of parking fines.
 - Online lookup and purchase of accident reports.
- Develop a quartermaster application for Police, to manage their procurement and disbursement of uniforms and other work-related supplies.
- Improve integration with other web sites to give visitors more information about local attractions and resources, such as the Convention and Visitors Bureau, CityArts, Art Museum, Cowtown, Indian Center and Botanica.

Application support

- Begin evaluation of the Water utility billing system for system replacement within three years.
- Implement a web filtering solution in Library that complies with the new laws and is flexible enough to avoid censoring.
- Assist with writing the Request for Proposal (RFP), selection and implementation of a new pension management system.
- Implement Tidemark inspection system for restaurant inspection and animal control.
- In Municipal Court, implement document imaging to reduce costs for document storage and retrieval, improve workflow efficiencies and provide future opportunities for reuse of data.

- Upgrade the outdated Cyborg personnel/payroll system to a client-server version. The new system will automate manual processes and use new system features to increase operational efficiency.
- Complete the implementation of the DataStream asset management system by installing the system at the Airport and in Public Works Building Services.

IT Operations/Help Desk

- Explore wireless optical data transmission to reduce telecommunications costs and extend connectivity to locations that cannot otherwise be served.
- Install a redundant Internet firewall to improve performance, accommodate future growth and ensure the availability of mission critical Internet applications.
- Manage the implementation process of a new telephone switch at the Airport.
- Implement electronic intrusion detection systems to secure the City's information and computing environment.
- Conduct a network security audit and update the long-range network security plan.
- Collaborate with County IT to establish a server and data connection to the new 9-1-1 Center.
- Develop a strategy for the City to remain current with Microsoft operating systems, applications and office automation software.
- Improve service by implementing a customer satisfaction survey, to be filled out by users who have had contact with the Help Desk.

Information Technology Fund Budget Summary

	2003 Actual	2004 Adopted	2004 Revised	2005 Adopted	2006 Approved
Information Technology Fund Revenue	6,481,434	7,150,580	7,052,150	7,127,150	7,127,150
Personal Services	2,923,397	3,084,300	3,194,530	3,458,110	3,537,070
Contractual Services	2,318,575	2,509,950	2,849,240	2,791,430	2,790,700
Commodities	313,461	441,180	456,220	355,140	731,540
Capital Outlay	149,503	268,600	284,400	445,020	143,700
Other	1,738,882	1,830,100	435,000	760,000	185,000
Total Information Technology Fund Expenditures	7,443,818	8,134,130	7,219,390	7,809,700	7,388,010
Information Technology Fund Cash Balance	1,110,836	361,600	943,596	261,046	186
Total full-time positions	50	49	50	52	52
Total part-time positions	0	0	0	0	0
Total FTE positions	50	49	50	52	52

For additional information on the Information Technology Department visit www.wichita.gov